

Montgomery County DLC Community Outreach

Common Sense Guide to Responsible Hospitality



Concessionaires

Controlling alcohol service to any large group either at a stadium, concert, or big event can appear overwhelming to sell and follow statutes. A safe and enjoyable environment can be created by planning and focusing on services at the point of contact between customer and server.

Suggestions for responsible hospitality

- ❑ Participate voluntarily in responsible server/retailer/management training program.
- ❑ Promote the facility as a safe, social, and enjoyable gathering place to everyone regardless of beverage of choices.
- ❑ Avoid promotion, advertisements, and practices that encourage over service.
- ❑ Develop policies and practices that prohibit the sale of alcohol beverages to underage persons and to adults who would provide alcohol to the underage.
- ❑ Develop policies and practices that discourage the sale of alcohol beverage to impaired adults and prohibit the sale of alcohol to intoxicated persons.
- ❑ Develop and provide to each employee written policies describing accepted company practices that promote a safe, social, and enjoyable environment.
- ❑ Educate employees to the rules and regulations, civil liabilities, and criminal statutes governing the service of alcohol within the jurisdiction.
- ❑ Promote awareness of serving size and alcohol content through policies and practices.
- ❑ Set a limit for drinks per person, per purchase.
- ❑ Publicize alcohol policies in visible locations (e.g., we check ID).
- ❑ Whenever a server/seller is in doubt of the age of a patron, require the patron to present valid identification.
- ❑ As a good business practice, promote alcohol free beverages whenever alcohol beverages are served.
- ❑ Whenever possible, encourage consumption of high-protein and low-salt foods that slow the absorption of alcohol into the bloodstream.
- ❑ Ensure that servers/seller do not consume alcohol during working.
- ❑ Stop the service of alcohol well in advance of the end of the event.
- ❑ Promote alternative transportation for alcohol-impaired customers.
- ❑ Monitor parking areas to stop tailgate drinking prior to driving.
- ❑ Make available treatment information/referral assistance to employees whose work performance may be impaired by an alcohol or drug problem.

For further information please call Kathie Durbin
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